

Amendments to the Claims:

✓
Please amend claims 1, 2, 6, 10, 13, 17, 18, 23, 27 and 29
as follows. The following listing of claims will replace all
prior versions, and listings, of claims in the application.

Listing of Claims:

Claim 1 (Currently Amended). A customer activated device
for use by a customer in an establishment to provide an
indication to service personnel that the customer desires
service, comprising:

a¹ 5 a) a plurality of manually actuatable service requesters
disposed at a plurality of locations within said establishment,
each of the plurality of manually actuatable service requesters
including a transmitter for transmitting at least one signal,
specific to the corresponding service requester, upon actuation
10 by a customer, corresponding to a request for service;

b) a base station including a receiver and transmitter, the
base station being electrically coupled to each of the plurality
of manually actuatable service requesters for receiving the
electric signals transmitted by the manually actuatable service

15 requesters and sending a service request signal in response
thereto; and

a) c) a plurality of remote communicators electrically coupled
to the base station, each of the plurality of remote
communicators being associated with at least one of the plurality
20 of manually actuatable service requesters, and at least one of
the plurality of remote communicators receiving the service
request signal from the base station in response to actuation of
a corresponding one of the plurality of manually actuatable
service requesters, each of the plurality of remote communicators
25 including a display for concurrently displaying a plurality of
service requests;

wherein when a service request signal is received by one of
the plurality of remote communicators, a service personnel
associated with the corresponding remote communicator is made
30 aware that service is requested by the corresponding one of the
plurality of manually actuatable service requesters, and

wherein the display lists the service requests in priority
order based upon at least one of the number of requests for
service and the time between requests for service of an
35 associated manually actuatable service requester.

Appln. No. 09/847,490
Amdt. dated May 6, 2004
Reply to Office Action of November 6, 2003

Claim 2 (Currently Amended). The customer activated device as defined in claim 1, wherein the display lists the service requests in ~~at least one of~~ chronological and priority order.

Claim 3 (Original). The customer activated device as defined in claim 2, wherein the display identifies the time of actuation of the corresponding one of the plurality of manually actuatable service requesters.

a Claim 4 (Original). The customer activated device as defined in claim 1, wherein each of the plurality of remote communicators includes a memory for storing each of the requests for service from the corresponding manually actuatable service requesters and the time at which the request was made.

Claim 5 (Original). The customer activated device as defined in claim 1, wherein each of the plurality of remote communicators displays the current time.

Claim 6 (Currently Amended). ~~The A~~ A customer activated device ~~as defined in claim 1,~~ for use by a customer in an

establishment to provide an indication to service personnel that the customer desires service, comprising:

- 5 a) a plurality of manually actuatable service requesters disposed at a plurality of locations within said establishment, each of the plurality of manually actuatable service requesters including a transmitter for transmitting at least one signal, specific to the corresponding service requester, upon actuation
10 by a customer, corresponding to a request for service;
- a* b) a base station including a receiver and transmitter, the base station being electrically coupled to each of the plurality of manually actuatable service requesters for receiving the electric signals transmitted by the manually actuatable service
15 requesters and sending a service request signal in response thereto; and
- 20 c) a plurality of remote communicators electrically coupled to the base station, each of the plurality of remote communicators being associated with at least one of the plurality of manually actuatable service requesters, and at least one of the plurality of remote communicators receiving the service request signal from the base station in response to actuation of a corresponding one of the plurality of manually actuatable service requesters, each of the plurality of remote communicators

25 including a display for concurrently displaying a plurality of
service requests;

wherein when a service request signal is received by one of
the plurality of remote communicators, a service personnel
associated with the corresponding remote communicator is made
30 aware that service is requested by the corresponding one of the
plurality of manually actuatable service requesters; and

Q1 wherein each of the plurality of remote communicators is
configured to enable service personnel associated with a
particular pager to note whether a customer has made more than
35 one request for service in a time period.

Claim 7 (Original). The customer activated device as defined in claim 1, wherein each of the plurality of remote communicators displays the time each request for service was made.

Claim 8 (Original). The customer activated device as defined in claim 1, wherein each of the plurality of remote communicators provides an indication of the difference between a current time and a time when a request for service was made.

Claim 9 (Original). The customer activated device according to claim 8, wherein the indication of the difference between the current time and a time when a request for service was made is the real time since the last request for service by
5 the customer.

Claim 10 (Currently Amended). ~~The~~ A customer activated device ~~as defined in claim 1,~~ for use by a customer in an establishment to provide an indication to service personnel that the customer desires service, comprising:

5 a) a plurality of manually actuatable service requesters disposed at a plurality of locations within said establishment, each of the plurality of manually actuatable service requesters including a transmitter for transmitting at least one signal, specific to the corresponding service requester, upon actuation
10 by a customer, corresponding to a request for service;

b) a base station including a receiver and transmitter, the base station being electrically coupled to each of the plurality of manually actuatable service requesters for receiving the electric signals transmitted by the manually actuatable service
15 requesters and sending a service request signal in response thereto; and

c) a plurality of remote communicators electrically coupled to the base station, each of the plurality of remote communicators being associated with at least one of the plurality of manually actuatable service requesters, and at least one of the plurality of remote communicators receiving the service request signal from the base station in response to actuation of a corresponding one of the plurality of manually actuatable service requesters, each of the plurality of remote communicators including a display for concurrently displaying a plurality of service requests;

a) wherein when a service request signal is received by one of the plurality of remote communicators, a service personnel associated with the corresponding remote communicator is made aware that service is requested by the corresponding one of the plurality of manually actuatable service requesters; and

wherein each of the plurality of remote communicators provides an indication as to which of the plurality of manually actuatable service requesters are associated with the corresponding remote communicators.

Claim 11 (Original). The customer activated device as defined in claim 1, wherein the base station associates at least

one of the plurality of manually actuatable service requesters
with at least one of the plurality of remote communicators.

Claim 12 (Original). The customer activated device as
defined in claim 1, wherein if at least two requests for service
are identified by the base station from a particular one of the
plurality of manually actuatable service requesters within a
5 predetermined time period, then a service request signal will not
be displayed on the display of the corresponding one of the
plurality of remote communicators.

a) Claim 13 (Currently Amended). ~~The A~~ customer activated
device ~~as defined in claim 1,~~ for use by a customer in an
establishment to provide an indication to service personnel that
the customer desires service, comprising:

5 a) a plurality of manually actuatable service requesters
disposed at a plurality of locations within said establishment,
each of the plurality of manually actuatable service requesters
including a transmitter for transmitting at least one signal,
specific to the corresponding service requester, upon actuation
10 by a customer, corresponding to a request for service;

b) a base station including a receiver and transmitter, the base station being electrically coupled to each of the plurality of manually actuatable service requesters for receiving the electric signals transmitted by the manually actuatable service requesters and sending a service request signal in response thereto; and

c) a plurality of remote communicators electrically coupled to the base station, each of the plurality of remote communicators being associated with at least one of the plurality of manually actuatable service requesters, and at least one of the plurality of remote communicators receiving the service request signal from the base station in response to actuation of a corresponding one of the plurality of manually actuatable service requesters, each of the plurality of remote communicators including a display for concurrently displaying a plurality of service requests;

wherein when a service request signal is received by one of the plurality of remote communicators, a service personnel associated with the corresponding remote communicator is made aware that service is requested by the corresponding one of the plurality of manually actuatable service requesters; and

wherein if at least two requests for service are identified by the base station from a particular one of the plurality of manually actuatable service requesters within a predetermined
35 time period, then a service request signal will be displayed on the corresponding one of the plurality of remote communicators with an indication of priority.

*P*¹ Claim 14 (Original). The customer activated device as defined by claim 13, wherein the indication of priority includes at least one of a flashing indicator, ordered listing, bolding on the display, indicative marking next to the corresponding service
5 request on the display and italics of the corresponding service request on the display.

Claim 15 (Original). The customer activated device as defined in claim 1, wherein the base station includes a memory for storing the requests for service by each of the plurality of manually actuatable service requesters, the remote communicator
5 being associated with the manually actuatable service requesters which requested service, and the time of the request for service.

Claim 16 (Original). The customer activated device as defined in claim 1, wherein the base station associates any of the plurality of manually actuatable service requesters with any of the plurality of remote communicators for said request for service.

Claim 17 (Currently Amended). ~~The~~ A customer activated device ~~according to claim 1,~~ for use by a customer in an establishment to provide an indication to service personnel that the customer desires service, comprising:

a) a plurality of manually actuatable service requesters disposed at a plurality of locations within said establishment, each of the plurality of manually actuatable service requesters including a transmitter for transmitting at least one signal, specific to the corresponding service requester, upon actuation by a customer, corresponding to a request for service;

b) a base station including a receiver and transmitter, the base station being electrically coupled to each of the plurality of manually actuatable service requesters for receiving the electric signals transmitted by the manually actuatable service requesters and sending a service request signal in response thereto; and


c) a plurality of remote communicators electrically coupled to the base station, each of the plurality of remote communicators being associated with at least one of the plurality of manually actuatable service requesters, and at least one of the plurality of remote communicators receiving the service request signal from the base station in response to actuation of a corresponding one of the plurality of manually actuatable service requesters, each of the plurality of remote communicators including a display for concurrently displaying a plurality of service requests;

wherein when a service request signal is received by one of the plurality of remote communicators, a service personnel associated with the corresponding remote communicator is made aware that service is requested by the corresponding one of the plurality of manually actuatable service requesters, and

wherein the base station can dynamically change the association of each of the plurality of remote communicators with the plurality of manually actuatable service requesters, the dynamic change of association being performed for an individual remote communicator or manually actuatable service requester or a group of pagers or manually actuatable service requesters.

Claim 18 (Currently Amended). A customer activated device for use by a customer in an establishment to provide an indication to service personnel that the customer desires service, comprising:

5 a) a plurality of manually actuatable service requesters disposed at a plurality of locations within said establishment, each of the plurality of manually actuatable service requesters including a transmitter for transmitting a service request signal, specific to the corresponding service requester, upon
10 actuation by a customer, said service request signal corresponding to a request for service; and

 b) a plurality of remote communicators, each of the plurality of remote communicators being electrically coupled to and associated with at least one of the plurality of manually
15 actuatable service requesters, and at least one of the plurality of remote communicators receiving the service request signal from at least one of the plurality of manually actuatable service requesters in response to actuation of a corresponding one of the plurality of manually actuatable service requesters, each of the
20 plurality of remote communicators includes a display for concurrently displaying a plurality of service requests;

wherein when a service request signal is received by one of the plurality of remote communicators, a service personnel associated with the corresponding remote communicator is made aware that service is requested by the corresponding one of the plurality of manually actuatable service requesters, and

wherein the display lists the service requests in priority order based upon at least one of the number of requests for service and the time between requests for service of an associated manually actuatable service requester.

a Claim 19 (Original). The customer activated device as defined in claim 18, wherein the display lists the service requests in chronological order.

Claim 20 (Original). The customer activated device as defined in claim 19, wherein the display identifies the time of actuation of the corresponding one of the plurality of manually actuatable service requesters.

Claim 21 (Original). The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators includes a memory for storing each of the requests

for service from the corresponding manually actuatable service
5 requesters and the time at which the request was made.

Claim 22 (Original). The customer activated device as
defined in claim 18, wherein each of the plurality of remote
communicators displays the current time.

Claim 23 (Currently Amended). ~~The~~ A customer activated
device ~~as defined in claim 18,~~ for use by a customer in an
establishment to provide an indication to service personnel that
the customer desires service, comprising:

- 5 a) a plurality of manually actuatable service requesters
disposed at a plurality of locations within said establishment,
each of the plurality of manually actuatable service requesters
including a transmitter for transmitting a service request
signal, specific to the corresponding service requester, upon
10 actuation by a customer, said service request signal
corresponding to a request for service; and
- b) a plurality of remote communicators, each of the
plurality of remote communicators being electrically coupled to
and associated with at least one of the plurality of manually
15 actuatable service requesters, and at least one of the plurality

of remote communicators receiving the service request signal from
at least one of the plurality of manually actuatable service
requesters in response to actuation of a corresponding one of the
plurality of manually actuatable service requesters, each of the
20 plurality of remote communicators includes a display for
concurrently displaying a plurality of service requests;

wherein when a service request signal is received by one of
a the plurality of remote communicators, a service personnel
associated with the corresponding remote communicator is made
25 aware that service is requested by the corresponding one of the
plurality of manually actuatable service requesters; and

wherein each of the plurality of remote communicators is
configured to enable service personnel associated with a
particular remote communicator to note whether a customer has
made more than one request for service in a time period.

Claim 24 (Original). The customer activated device as
defined in claim 18, wherein each of the plurality of remote
communicators displays the time each request for service was
made.

Claim 25 (Original). The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators provides an indication of the difference between a current time and the time when a request for service was made.

2
Claim 26 (Original). The customer activated device according to claim 25, wherein the indication of the difference between the current time and a time when a request for service was made is the real time since the last request for service by
5 the customer.

Claim 27 (Currently Amended). ~~The~~ A customer activated device ~~as defined in claim 18,~~ for use by a customer in an establishment to provide an indication to service personnel that the customer desires service, comprising:

5 a) a plurality of manually actuatable service requesters disposed at a plurality of locations within said establishment, each of the plurality of manually actuatable service requesters including a transmitter for transmitting a service request signal, specific to the corresponding service requester, upon
10 actuation by a customer, said service request signal corresponding to a request for service; and


b) a plurality of remote communicators, each of the
plurality of remote communicators being electrically coupled to
and associated with at least one of the plurality of manually
15 actuatable service requesters, and at least one of the plurality
of remote communicators receiving the service request signal from
at least one of the plurality of manually actuatable service
20 requesters in response to actuation of a corresponding one of the
plurality of manually actuatable service requesters, each of the
plurality of remote communicators includes a display for
concurrently displaying a plurality of service requests;

wherein when a service request signal is received by one of
the plurality of remote communicators, a service personnel
associated with the corresponding remote communicator is made
25 aware that service is requested by the corresponding one of the
plurality of manually actuatable service requesters; and

wherein each of the plurality of remote communicators
provides an indication as to which of the plurality of manually
actuatable service requesters are associated with the
corresponding remote communicator.

Claim 28 (Original). The customer activated device as
defined in claim 18, wherein if at least two requests for service

are identified by a corresponding one of the plurality of remote communicators from a particular one of the plurality of manually
5 actuatable service requesters within a predetermined time period, then a service request signal will not be displayed on the display of the corresponding one of the plurality of remote communicators.

 Claim 29 (Currently Amended). ~~The~~ A customer activated device ~~as defined in claim 18,~~ for use by a customer in an establishment to provide an indication to service personnel that the customer desires service, comprising:

5 a) a plurality of manually actuatable service requesters disposed at a plurality of locations within said establishment, each of the plurality of manually actuatable service requesters including a transmitter for transmitting a service request signal, specific to the corresponding service requester, upon
10 actuation by a customer, said service request signal corresponding to a request for service; and

b) a plurality of remote communicators, each of the plurality of remote communicators being electrically coupled to and associated with at least one of the plurality of manually
15 actuatable service requesters, and at least one of the plurality

of remote communicators receiving the service request signal from
at least one of the plurality of manually actuatable service
requesters in response to actuation of a corresponding one of the
plurality of manually actuatable service requesters, each of the
20 plurality of remote communicators includes a display for
concurrently displaying a plurality of service requests;

wherein when a service request signal is received by one of
the plurality of remote communicators, a service personnel
associated with the corresponding remote communicator is made
25 aware that service is requested by the corresponding one of the
plurality of manually actuatable service requesters; and

wherein if at least two requests for service are identified
by a corresponding one of the plurality of remote communicators
from a particular one of the plurality of manually actuatable
service requesters within a predetermined time period, then a
service request signal will ~~not~~ be displayed on the display of
the corresponding one of the plurality of remote communicators
with an indication of priority.

Claim 30 (Original). The customer activated device
according to claim 29, wherein the indication of priority
includes at least one of a flashing indicator, ordered listing,

holding on the display, asterisk next to the corresponding
5 service request on the display and italics of the corresponding
service request on the display.

Claim 31 (Original). The customer activated device as
defined in claim 18, wherein any of the plurality of manually
actuatable service requesters is associated with any of the
A1 plurality of remote communicators for said request for service.

Claim 32 (Original): The customer activated device
according to claim 18, wherein each of the plurality of remote
communicators is programmable by a user so as to be associated
with any of the plurality of manually actuatable service
5 requesters.

Claim 33 (Original). The customer activated device
according to claim 18, wherein the association of each of the
plurality of remote communicators with the plurality of manually
actuatable service requesters is dynamically changeable, the
5 dynamic change of association being performed for an individual
remote communicator or manually actuatable service requester or a

Appln. No. 09/847,490
Amdt. dated May 6, 2004
Reply to Office Action of November 6, 2003

Q1 group of remote communicators or manually actuatable service requesters.
